

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Aug-19

Year: 2019

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	2332	3334	5666	2525	830	3355	2311
Complaint lodged for accuracy test of meter-Slow	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	Within fifteen days	420	1472	1892	1068	549	1617	275
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	704	3786	4490	2490	1337	3827	663
Complaint lodged for stolen meter		9	28	37	16	16	32	5